

	Type	L #	Hits	Search Text	DBs	Time Stamp
1	BRS	L1	2952	employee near10 (service or performance)	USP AT; US-P GPU B	2003/08/0 7 15:11
2	BRS	L2	2602 7	evaluat\$6 near10 (service or performance)	USP AT; US-P GPU B	2003/08/0 7 12:42
3	BRS	L3	362	I1 and I2	USP AT; US-P GPU B	2003/08/0 7 12:42
4	BRS	L4	3052 7	survey	USP AT; US-P GPU B	2003/08/0 7 14:05
5	BRS	L5	65	I3 and I4	USP AT; US-P GPU B	2003/08/0 7 12:42
6	BRS	L6	5940 4	manager or administrator	USP AT; US-P GPU B	2003/08/0 7 12:43
7	BRS	L7	53	I5 and I6	USP AT; US-P GPU B	2003/08/0 7 12:48
8	BRS	L8	1397 53	customer or client or buyer	USP AT; US-P GPU B	2003/08/0 7 15:09
9	BRS	L9	45	I7 and I8	USP AT; US-P GPU B	2003/08/0 7 12:49
10	BRS	L10	1	6026387.pn.	USP AT; US-P GPU B	2003/08/0 7 14:02
11	BRS	L11	1019 4	survey	EPO; JPO; DER WEN T	2003/08/0 7 15:49

① US Patent  
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II FOREIGN  
 \_1. Derwent  
 \_2. JPO  
 \_3. EPO  
 \_4. IBM-TDB

	Type	L #	Hits	Search Text	DBs	Time Stamp
12	BRS	L12	97037	customer or client or buyer	EPO; JPO; DER WEN T; IBM_ TDB	2003/08/07 14:06
13	BRS	L13	366	employee near10 (service or performance)	EPO; JPO; DER WEN T; IBM_ TDB	2003/08/07 14:06
14	BRS	L14	2	I11 and I12 and I13	EPO; JPO; DER WEN T; IBM_ TDB	2003/08/07 14:06
15	BRS	L15	737623	customer or client or buyer or consumer or user or shopper	USP AT; US-P GPU B	2003/08/07 15:13
16	BRS	L16	54684	provider or retailer	USP AT; US-P GPU B	2003/08/07 14:15
17	BRS	L17	48779	I15 and I16	USP AT; US-P GPU B	2003/08/07 14:15
18	BRS	L18	250750	survey or feedback or perception	USP AT; US-P GPU B	2003/08/07 14:16
19	BRS	L19	9010	I17 and I18	USP AT; US-P GPU B	2003/08/07 14:17
20	BRS	L20	884	I2 and I19	USP AT; US-P GPU B	2003/08/07 14:18
21	BRS	L21	649673	employee or agent	USP AT; US-P GPU B	2003/08/07 15:14

	Type	L #	Hits	Search Text	DBs	Time Stamp
22	BRS	L23	280382	identifier or identification	USP AT; US-P GPU B	2003/08/07 14:25
23	BRS	L25	10536	evaluat\$6 near10 (employee or agent)	USP AT; US-P GPU B	2003/08/07 14:26
24	BRS	L26	20	I24 and I25	USP AT; US-P GPU B	2003/08/07 14:26
25	BRS	L22	322	I20 and I21	USP AT; US-P GPU B	2003/08/07 14:34
26	BRS	L24	260	I22 and I23	USP AT; US-P GPU B	2003/08/07 15:08
27	BRS	L27	1535	automat\$6 near10 (survey or assessment)	USP AT; US-P GPU B	2003/08/07 15:32
28	BRS	L28	494	I8 and I27	USP AT; US-P GPU B	2003/08/07 15:09
29	BRS	L29	173	I21 and I28	USP AT; US-P GPU B	2003/08/07 15:10
30	BRS	L30	20	I1 and I29	USP AT; US-P GPU B	2003/08/07 15:11
31	BRS	L31	588	automat\$6 near10 (survey or assessment)	EPO; JPO; DER WEN T; IBM_ TDB	2003/08/07 15:13
32	BRS	L32	565106	customer or client or buyer or consumer or user or shopper	EPO; JPO; DER WEN T; IBM_ TDB	2003/08/07 15:14

	Type	L #	Hits	Search Text	DBs	Time Stamp
33	BRS	L34	1056 744	employee or agent	US-P GPU B; EPO; JPO; DER WEN T; IBM_ TDB	2003/08/0 7 15:15
34	BRS	L35	3	I33 and I34	US-P GPU B; EPO; JPO; DER WEN T; IBM_ TDB	2003/08/0 7 15:15
35	BRS	L33	74	I31 and I32	EPO; JPO; DER WEN T; IBM_ TDB	2003/08/0 7 15:17
36	BRS	L36	47	interactive near10 (survey or assessment)	EPO; JPO; DER WEN T; IBM_ TDB	2003/08/0 7 15:39
37	BRS	L37	30	I32 and I36	EPO; JPO; DER WEN T; IBM_ TDB	2003/08/0 7 15:33
38	BRS	L38	25	interactive near10 survey	EPO; JPO; DER WEN T; IBM_ TDB	2003/08/0 7 15:39
39	BRS	L39	183	interactive near10 survey	USP AT; US-P GPU B	2003/08/0 7 15:49
40	BRS	L40	68	I39 and 705/\$.ccls.	USP AT; US-P GPU B	2003/08/0 7 15:49

	Type	L #	Hits	Search Text	DBs	Tim Stamp
1	BRS	L1	2952	employee near10 (service or performance)	USP AT; US-P GPU B	2003/08/07 15:11
2	BRS	L2	2602 7	evaluat\$6 near10 (service or performance)	USP AT; US-P GPU B	2003/08/07 12:42
3	BRS	L3	362	I1 and I2	USP AT; US-P GPU B	2003/08/07 12:42
4	BRS	L4	3052 7	survey	USP AT; US-P GPU B	2003/08/07 14:05
5	BRS	L5	65	I3 and I4	USP AT; US-P GPU B	2003/08/07 12:42
6	BRS	L6	5940 4	manager or administrator	USP AT; US-P GPU B	2003/08/07 12:43
7	BRS	L7	53	I5 and I6	USP AT; US-P GPU B	2003/08/07 12:48
8	BRS	L8	1397 53	customer or client or buyer	USP AT; US-P GPU B	2003/08/07 15:09
9	BRS	L9	45	I7 and I8	USP AT; US-P GPU B	2003/08/07 12:49
10	BRS	L10	1	6026387.pn.	USP AT; US-P GPU B	2003/08/07 14:02
11	BRS	L11	1019 4	survey	EPO; JPO; DER WEN T	2003/08/07 14:05

	Type	L #	Hits	Search Text	DBs	Tim Stamp
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13	BRS	L13	366	employee near10 (service or performance)	EPO; JPO; DER WEN T; IBM_ TDB	2003/08/0 7 14:06
14	BRS	L14	2	I11 and I12 and I13	EPO; JPO; DER WEN T; IBM_ TDB	2003/08/0 7 14:06
15	BRS	L15	7376 23	customer or client or buyer or consumer or user or shopper	USP AT; US-P GPU B	2003/08/0 7 15:13
16	BRS	L16	5468 4	provider or retailer	USP AT; US-P GPU B	2003/08/0 7 14:15
17	BRS	L17	4877 9	I15 and I16	USP AT; US-P GPU B	2003/08/0 7 14:15
18	BRS	L18	2507 50	survey or feedback or perception	USP AT; US-P GPU B	2003/08/0 7 14:16
19	BRS	L19	9010	I17 and I18	USP AT; US-P GPU B	2003/08/0 7 14:17
20	BRS	L20	884	I2 and I19	USP AT; US-P GPU B	2003/08/0 7 14:18

	Type	L #	Hits	Search Text	DBs	Time Stamp
21	BRS	L21	6496 73	employee or agent	USP AT; US-P GPU B	2003/08/0 7 15:14
22	BRS	L23	2803 82	identifier or identification	USP AT; US-P GPU B	2003/08/0 7 14:25
23	BRS	L25	1053 6	evaluat\$6 near10 (employee or agent)	USP AT; US-P GPU B	2003/08/0 7 14:26
24	BRS	L26	20	I24 and I25	USP AT; US-P GPU B	2003/08/0 7 14:26
25	BRS	L22	322	I20 and I21	USP AT; US-P GPU B	2003/08/0 7 14:34
26	BRS	L24	260	I22 and I23	USP AT; US-P GPU B	2003/08/0 7 15:08
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	Type	L #	Hits	Search Text	Dbs	Time Stamp
31	BRS	L31	588	automat\$6 near10 (survey or assessment)	EPO; JPO; DER WEN T; IBM_ TDB	2003/08/07 15:13
32	BRS	L32	5651 06	customer or client or buyer or consumer or user or shopper	EPO; JPO; DER WEN T; IBM_ TDB	2003/08/07 15:14
33	BRS	L33	74	I31 and I32	EPO; JPO; DER WEN T; IBM_ TDB	2003/08/07 15:14
34	BRS	L34	1056 744	employee or agent	US-P GPU B; EPO; JPO; DER WEN T; IBM_ TDB	2003/08/07 15:15
35	BRS	L35	3	I33 and I34	US-P GPU B; EPO; JPO; DER WEN T; IBM_ TDB	2003/08/07 15:15



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S2	18432545	CUSTOMER?? OR CONSUMER?? OR CLIENT?? OR USER??
S3	6015719	INTERACTIVE?? OR AUTOMAT?? OR AUTOMATION
S4	38537	S1 (S) S3 (S) S2
S5	183026	EMPLOYEE (15N) (SERVICE OR PERFORMANCE OR WORK)
S6	634	S4 AND S5
S7	164	S1 (S) S3 (S) S2 (S) S5
S8	113	S7 NOT PY>2001
S9	81	RD (unique items)
S10	26492055	DATA OR INFORMATION
S11	104	S8 AND S10

S12 158818 DATA (10N) (TABULAT? OR MINING OR CORRELAT?)  
S13 2 S9 AND S12  
S14 74 S9 AND S10  
S15 41 AU=(POTENZA, J? OR POTENZA J?)  
S16 0 S15 AND (SURVEY)  
S17 0 S15 AND SURVEY  
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S1	22388	SURVEY (S) (CUSTOMER?? OR CONSUMER?? OR USER?? OR CLIENT??)
S2	662611	INTERACTIVE OR AUTOMAT?
S3	665612	INTERACTIVE? OR AUTOMAT?
S4	23327	(EMPLOYEE?? OR AGENT??) (10N) (SERVICE OR PERFORMANCE OR W- ORK)
S5	17	S1 AND S2 AND S3 AND S4
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